Transformation of STD/ISD booths in public internet kiosks

183. SHRI NANDI YELLAIAH : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state :

(a) whether the Government of Andhra Pradesh has announced a scheme to transform about 5,000 STD/ISD booths into public internet kiosks in the State by the end of this year;

(b) if so, what are the features thereof;

(c) whether the State Government is considering to launch this scheme involving Government, STD/ISD booth operators, banks and technology companies;

(d) if so, whether any concrete programme of action plan has been initiated; and

(e) by when the results are likely to be achieved ?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN) : (a) No, Sir.

(b) to (e) Do not arise in view of (a) above.

Refund for surrendered telephones

184. DR. ALLADI P. RAJKUMAR : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state :

(a) whether it is a fact that refunds are not received for months together after surrendering telephones in Delhi;

(b) if so, the reasons for delay in receiving refund from MTNL; and

(c) whether Government would issue fresh instructions so that refund money is paid within a reasonable time ?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN) : (a) and (b) Yes Sir, a few cases have been delayed due to non-completion of formalities by the subscriber *viz.* payment of final telephone bill, surrender of telephone instruments and directory etc.

(c) Field units have already been instructed to settle the refund cases within one month and without waiting for normal formalities. Surrender of Telephone instrument and Directory has also been waived off, if the telephone has worked for more than 3 years.

Consumer Courts functioning in Andhra Pradesh

185. DR. DASARI NARAYANA RAO : Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state :

(a) the number of consumer courts presently functioning in Andhra Pradesh, district-wise;

(b) the number of cases filed in these courts in the State during the last three years, year-wise and how many of them were decided during the said period and the reasons for pending of others; and

(c) what steps Government have taken to strengthen infrastructure of the consumer courts in the State ?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI V. SREENIVASA PRASAD) : (a) Besides one State Commission for the State of Andhra Pradesh, 25 District Forums are functioning in the 23 districts of Andhra Pradesh. The districts of Hyderabad and Krishna have two District Forums each and all other districts have one District Forum each.

(b) Year-wise information is not maintained. However, as reported by the State Commission of Andhra Pradesh, 145782 cases have been filed since inception in the State Commission and District Forums in the State of Andhra Pradesh, out of which 128630 cases have been decided and 17152 cases are pending for disposal. The disposal is 88.23%.